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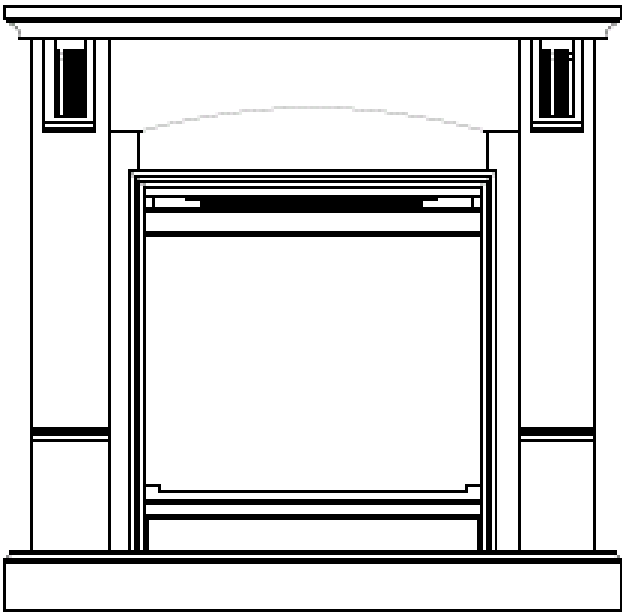

Service Manual

Model Number:
Compact Fireplace
DF203A
DF2006

UL Part Number
6901860100 to 800

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

REV	PCN	DATE
01	-	14-SEP-11

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Always use a qualified technician or service agency to repair this fireplace.

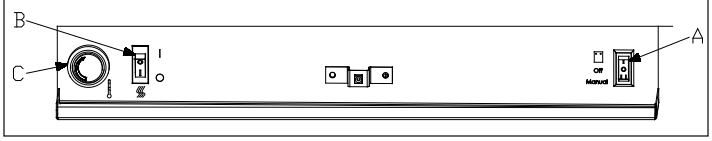
! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



To access the controls, swing down the front cover panel located on the lower front of the fireplace. (Figure 1)

A. Main ON/OFF Switch

The switch has two ON positions marked with ☐ and "**Manual**". The "**Manual**" position is for manual operation. In this position the built-in remote control is by-passed.

The ☐ position is for operating the unit with the provided remote control.

When in ☐ position the unit is operated with the ON and OFF buttons of the remote control. When the switch is in the center position the unit is off.

B. Heater ON/OFF Switch

The Heater ON/OFF Switch supplies power to the heater fan and the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the Main ON/OFF Switch to OFF and waiting 5 minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! NOTE: Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

! NOTE: Ensure that the fireplace Main ON/OFF switch is set to the remote control setting.

Remote Control Initialization/Reprogramming

If the hand held transmitter or receiver board has been replaced, follow these steps to initialize the transmitter and receiver:

1. Place the **Main ON/OFF Switch** (Figure 1A) in the OFF ("O") position.
2. Wait a minimum of five (5) seconds and then place the **Main ON/OFF Switch** in the Remote Control ☐ position.
3. **Within** 10 seconds of changing the switch position, press the ON button located on the remote control transmitter (Figure 2).

This will synchronize the remote control transmitter and the fireplace receiver.

! NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

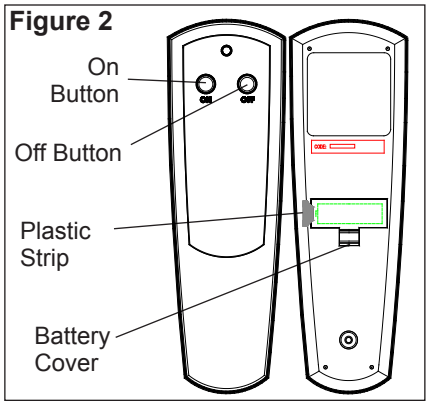
Battery Replacement

To replace the battery:

1. Slide battery cover open on the hand held transmitter (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



MAINTENANCE

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

Allow at least 5 minutes for light bulbs to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two (2) bulbs under the log set which generate the flames and embers.

Helpful Hints

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

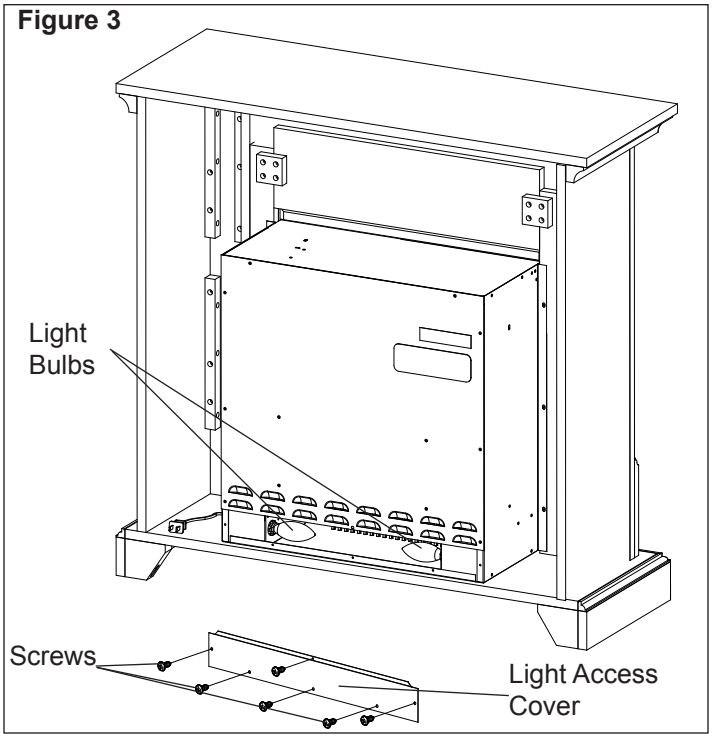
Bulb Requirements

Quantity of 2 clear chandelier or candelabra bulbs with an J-12 (small) socket base, 60 watt rating. Example GE 60BC or Philips 60 CTC.

To Replace The Light Bulbs

1. Unplug the unit from power outlet.
2. On the back of the Compact Fireplace remove the screws from the light access cover (Figure 11)
3. Remove the light access cover.
4. Reach into the opening, locate and examine the bulbs to determine which bulb(s) require replacement.
5. Unscrew the bulb(s) counter clockwise.
6. Insert new bulb(s).
7. Install the light access cover and install the screws.

Figure 3



Glass Cleaning

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass panel may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the front glass panel can be cleaned with a damp cloth. The front glass panel should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

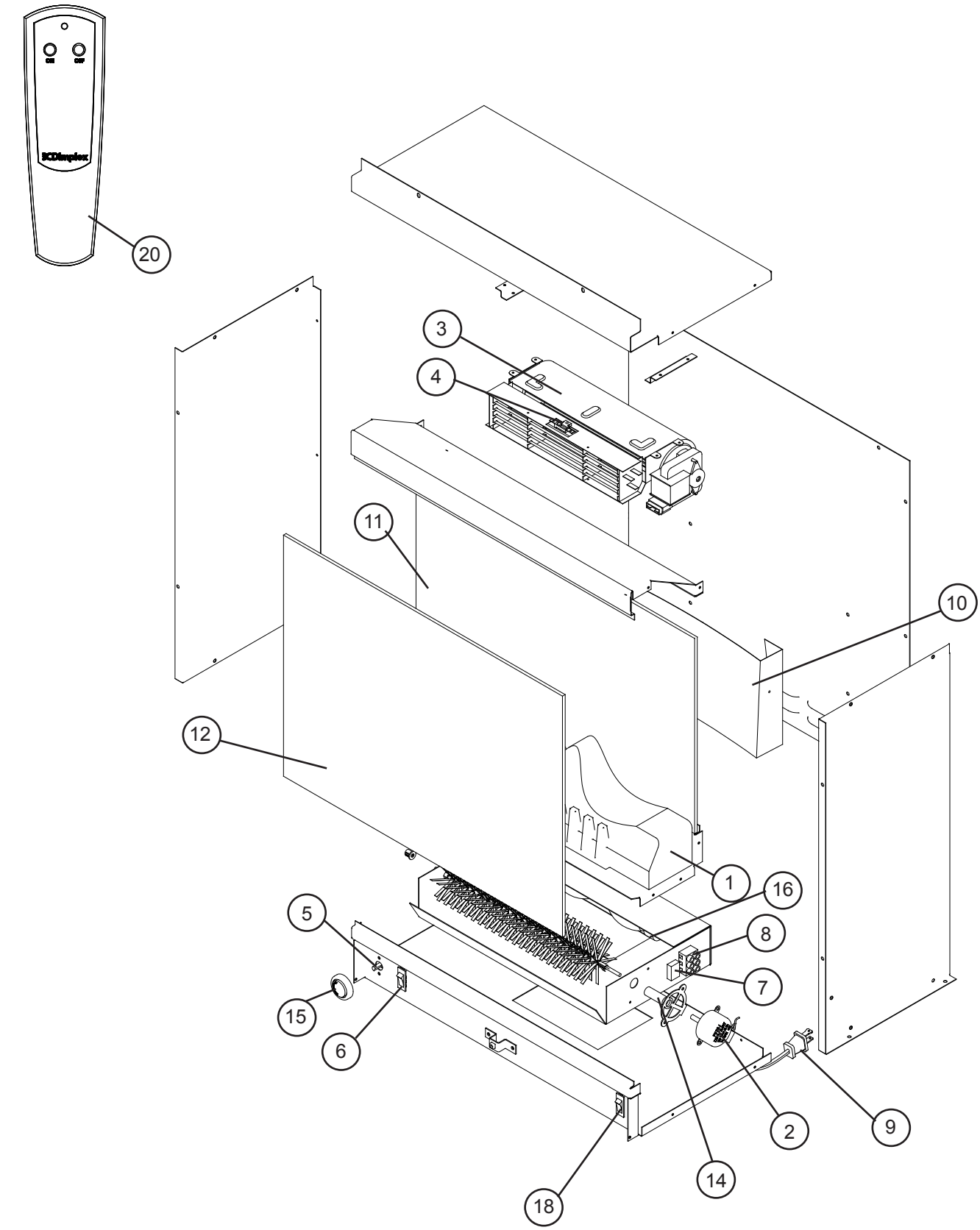
Compact Fireplace Surface Cleaning

Use warm water only to clean painted surfaces of the Compact Fireplace. Do not use abrasive cleaners.

Servicing

Except for light bulb replacement and cleaning described above, an authorized service representative should perform any other servicing.

EXPLODED PARTS DIAGRAM

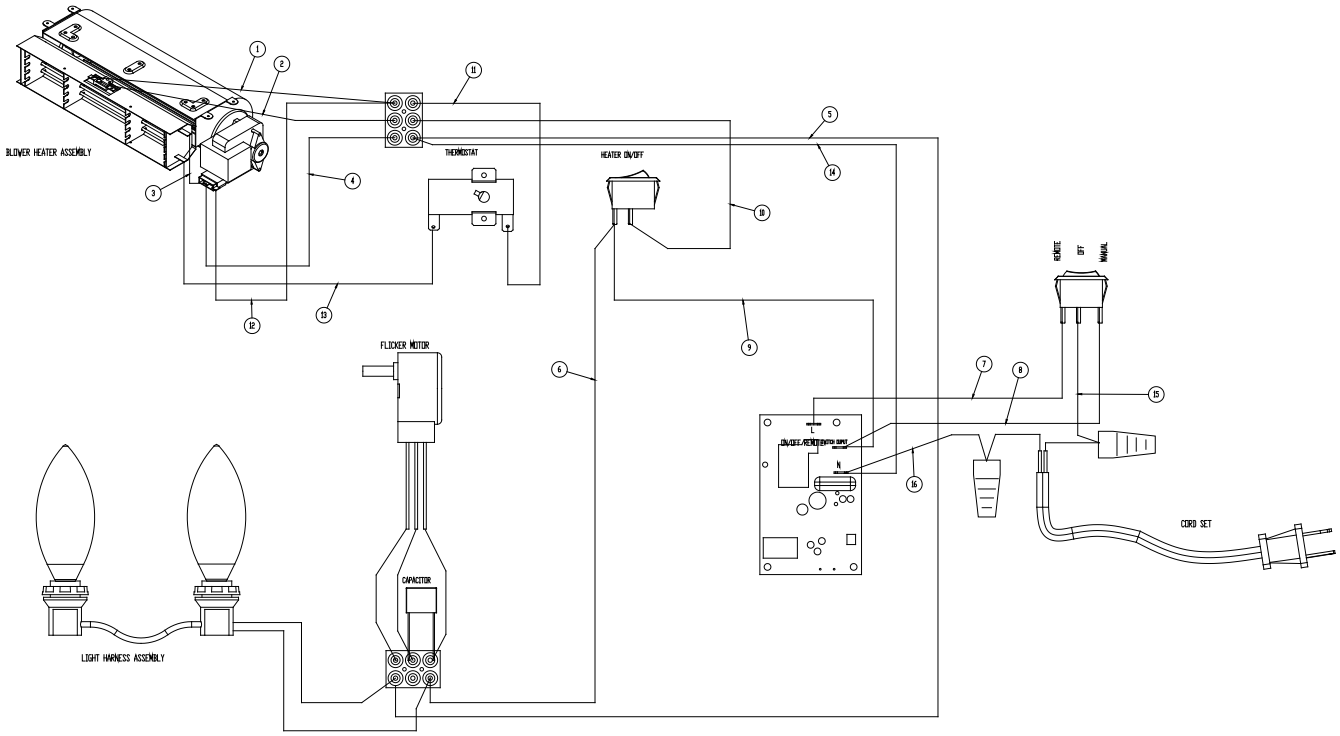


REPLACEMENT PARTS

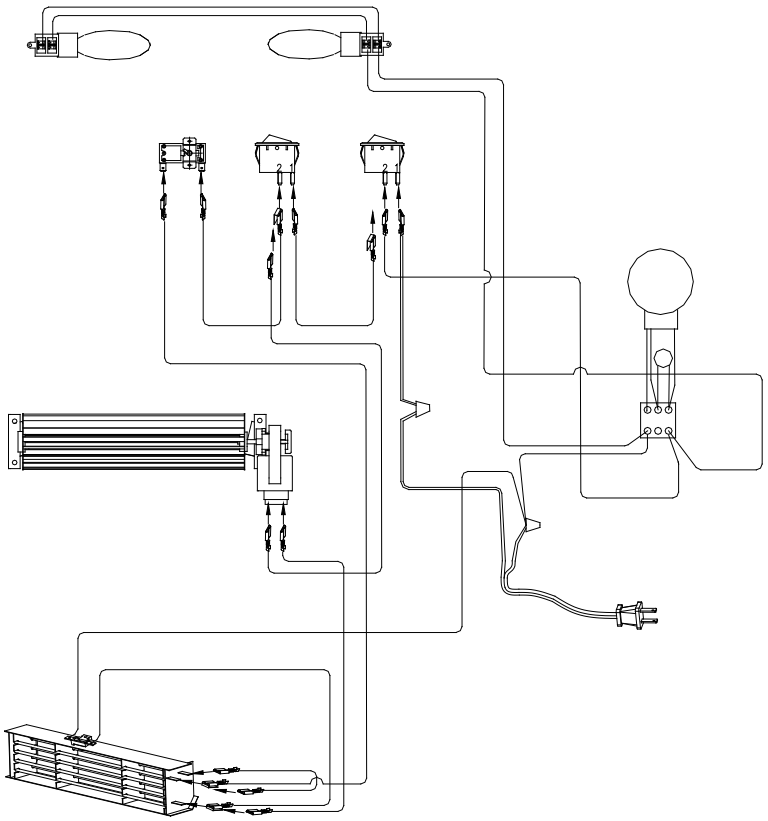
MODEL/CAT. #	20" Compact	20" Compact	20" Compact	20" Compact	DF2006	20" Compact	DF2006	DF203A
PART NO.	6901860100	6901860200	6901860300	6901860400	6901860500	6901860600	6901860700	6901860800
MOD LEVEL:	NONE	NONE	NONE	NONE	NONE	NONE	NONE	NONE
PART	PART NUMBER							
1. Logset	0438270100RP					0478550100RP		
2. Flicker Motor	2000220100RP							
3. Heater Assembly	2200490800RP							
4. Cutout	2300270100RP							
5. Thermostat	2300150100RP*							
6. Heat On/Off Switch	2800070200RP							
7. Capacitor	3200030100RP							
8. Terminal Block	4000070100RP							
9. Cord Set	4100090104RP							
10. Reflector Assembly	5900340100RP							
11. Mirror	5900410100RP	5900560100RP	5900620100RP					
12. Front Glass	5900420100RP							
13. Bushing, Snap In	8500000400RP							
14. Flicker Connector	8500680100RP							
15. Control Knob	8800000300RP							
16. Lamp holder Assembly	4200120800RP		2500170100RP	2500170300RP				
17. Heyco Strain Relief	8500260003RP							
18. Main Power Switch	2800070200RP					2800071100RP		
19. Remote Receiver (Built-in)	N/A					3000380200RP		
20. Remote Transmitter	N/A					3000370500RP		

WIRING DIAGRAM

6901860600 - 6901860800 (Built In Remote Receiver)



6901860100 - 6901860500 (No Built In Remote Receiver)



MAIN POWER SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

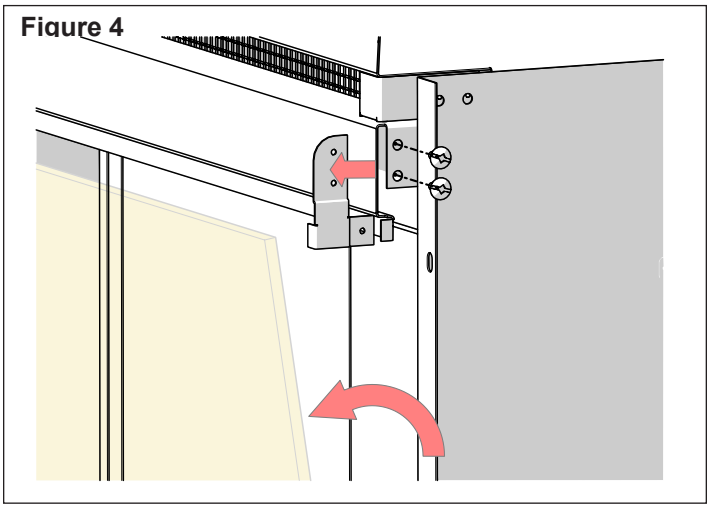
WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flanges to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

WARNING: The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)

Figure 4



5. Remove the log set screw and remove the log set.
6. Lay the Compact Fireplace on its back.
7. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
8. Locate the Main Power switch and disconnect the wiring connections noting their original locations.

NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

9. Depress the retainer clips on the rear of the switch and push the switch out of the bottom access panel.
10. Properly orient the new switch and connect all of the wiring connections.
11. Reassemble in the reverse order as above.

HEATER CONTROL SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

CAUTION: If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

WARNING: The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel.

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Remove the log set screw and remove the log set.
6. Lay the Compact Fireplace on its back.
7. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
8. Locate the Heater control switch and disconnect the wiring connections noting their original locations.

NOTE: A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

9. Depress the retainer clips on the rear of the switch and push the switch out of the bottom access panel.
10. Properly orient the new switch and connect all of the wiring connections.
11. Reassemble in the reverse order as above.

Figure 5

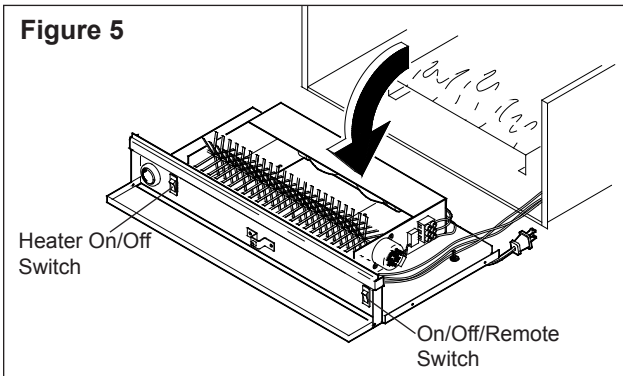
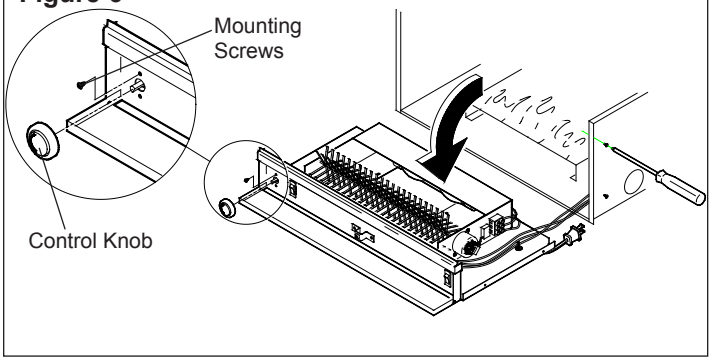


Figure 6



THERMOSTAT CONTROL REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Remove the log set screw and remove the log set.
6. Lay the Compact Fireplace on its back.
7. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
8. Locate the thermostat control and pull off the thermostat control knob to expose the mounting screws. (Figure 6)
9. Remove the mounting screws.
10. Disconnect the wiring connections noting their original locations and remove the thermostat control switch.
11. Properly orient the new thermostat control switch and reconnect all wiring connections.
12. Reassemble in the reverse order as above.

FLICKER MOTOR & REFLECTOR ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

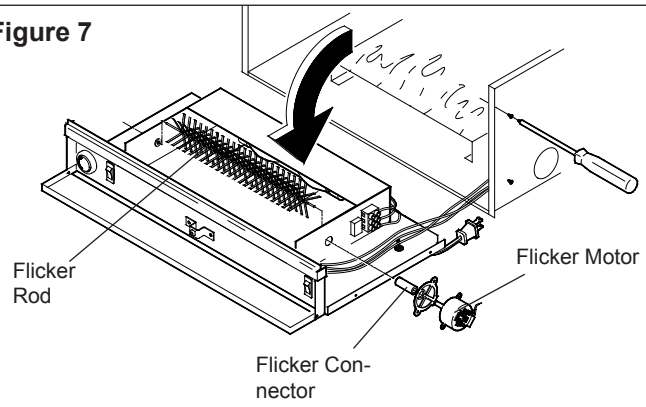
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Remove the log set screw and remove the log set.
6. Lay the Compact Fireplace on its back.
7. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
8. Locate and disconnect the 3 motor assembly wires going to the terminal block. (Figure 7)
9. Remove the 2 motor mounting screws.
10. Separate the motor from the flicker connector and remove.
11. Slide the reflector assembly out of the snap-in bushing and remove.
12. Reassemble in the reverse order as above.

Figure 7



HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Remove the 6 screws that secure the top panel to the firebox and lift off the top panel.
6. Disconnect heater assembly wires, noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the heater to release the wires.

7. Remove the 4 screws that secure the top panel to the heater assembly
8. Remove the 2 hanging brackets and the high temperature cutout and install them on the new heater assembly. (Figure 8)
9. Properly orient the new heater assembly and connect all of the wiring.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

! **NOTE:** When re-installing the bottom heater pan, ensure that the heater assembly wires are clear of the blower wheel. Additional wiring tie wraps may be required.

10. Reassemble in the reverse order as above.

POWER CORD REPLACEMENT

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flanges to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Remove the log set screw and remove the log set.
6. Lay the Compact Fireplace on its back.
7. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
8. Locate and disconnect the power cord wiring connections noting their original locations. (Figure 9)
9. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
10. Install the new power cord.
11. Reassemble in the reverse order as above.

Figure 8

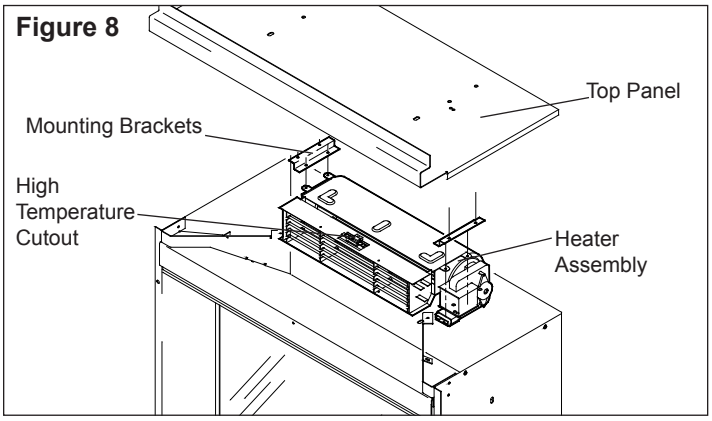
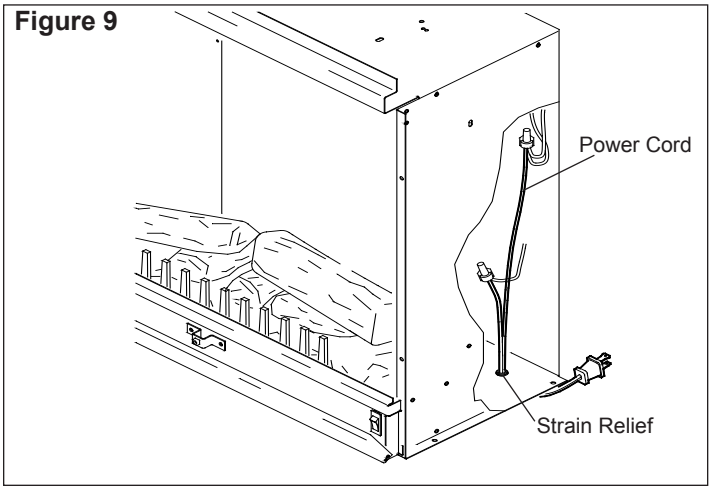


Figure 9



MIRROR REPLACEMENT

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

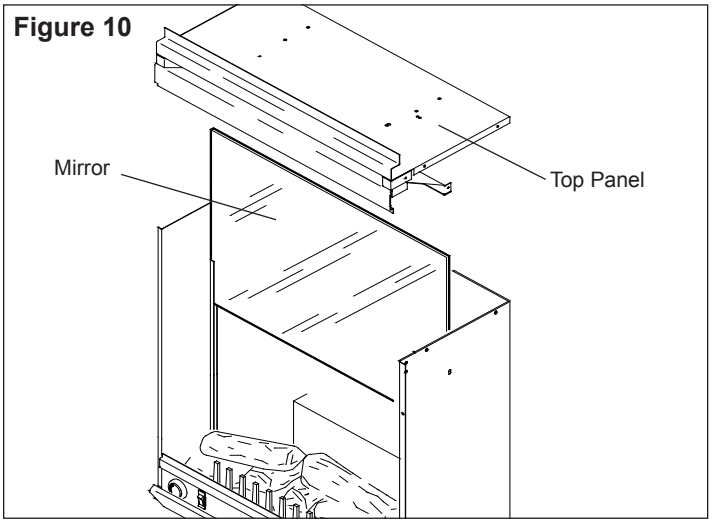
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Remove the screws that secure the top panel and the heater support panel to the firebox and lift off the top panel.
6. Support the top panel so that the heater wires are not strained and remove the heater support panel and set aside.
7. Replace old mirror with new mirror.
8. Reassemble in the reverse order as above.

Figure 10



BUILT-IN REMOTE RECEIVER / CIRCUIT BOARD REPLACEMENT

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Lay the Compact Fireplace on its back.
6. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
7. Locate the remote circuit board mounted on the side panel.
8. Release the circuit board from the side panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
9. Relocate the wires from the old board to the new board.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the circuit board to release the wires.

10. Re-assemble the compact fireplace in reverse order.

LOWER LIGHT HARNESS REPLACEMENT

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox flange to the mantel.
3. Carefully remove the Compact Fireplace from the mantel, holding onto the front glass so that it does not move.

⚠ **WARNING:** The front glass is held to the Compact Fireplace with double sided tape and could come apart when

separated from the mantel

4. Remove the two screws on each top glass retaining bracket, gently pull glass forward, lift out and set aside in a safe place. (Figure 4)
5. Lay the Compact Fireplace on its back.
6. Remove the 4 bottom access panel screws and separate the bottom access panel from the unit. (Figure 5)
7. On the bottom of this bottom access panel, remove the screws (9) which secure the socket mounting panel to the bottom panel of the firebox.
8. Remove the light bulbs from the sockets by turning each one counter clockwise until they are free.
9. Remove the sockets from their mounting panel and disconnect the socket wires attached to the terminal block near the flicker motor. Be sure to note their original location in the terminal block.

! NOTE: Dependent on the age of the unit the sockets may be secured with either a screw ring or a snap in socket.

10. Attach the replacement sockets into the each socket opening on the housing panel/bracket.
11. Re-assemble the compact fireplace in reverse order.

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control
	Radio frequency disturbance from outside sources.	Replace hand held remote control and receiver board where necessary.
	Defective circuit board	Replace circuit board
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Defective main On/Off/Remote switch	Replace main On/Off/Remote switch
	Defective Circuit Board	Replace Circuit Board
	Loose wiring	Check wiring connections
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Defective remote control	Install new battery into the handheld transmitter. Re-initalize remote where necessary
		Replace remote control receiver and circuit board where necessary
	Defective circuit board	Replace circuit board
	Loose wiring	Check wiring connections
Flame Frozen	Defective flame motor	Replace flame motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs/ LED Strip
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt out light bulbs	Replace light bulbs
Flame Shutter	Defective flame motor	Replace flame motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective heater on/off switch	Replace heater on/off switch
	Loose wiring	Trace wiring in unit

PROBLEM	CAUSE	SOLUTION
Heater Continued		
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Defective heater assembly	Replace heater assembly
	Defective heater on/off switch	Replace heater on/off switch
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Clean out heater assembly
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Defective thermostat	Replace thermostat
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater on/off switch	Replace heater on/off switch
	Defective heater assembly	Replace heater assembly
	Defective thermostat	Replace thermostat
Noise		
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly
	Defective blower assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Moving flame rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flame motor	Replace flame motor